

DICTATION FORMAT AND CASE RECORDING

I. LEGAL AUTHORITY:

Rehabilitation Act of 1973, as amended through 1998.

II. POLICY STATEMENT AND PURPOSE

A. In order to provide timely and appropriate services to vocational rehabilitation applicants and clients, the Rhode Island Office of Rehabilitation Services assures that a record of service is maintained for each applicant for, and recipient of, vocational rehabilitation services.

B. The case record must include documentation:

1. Supporting the determination of eligibility, and the nature and scope of services to be provided, as follows:

- a. Documentation of SSI/SSDI eligibility such as award letter, copy of check, contact with SSA, bank deposit, etc.;
- b. Documentation specifying the reasons for an ineligibility determination;
- c. Documentation supporting the determination of disability categories under an order of selection when such an order is in effect;
- d. Documentation of rebuttal of the presumption of benefit provision through the use of trial work situations with supports, including rehabilitation technology, to explore the individual's abilities, capabilities, and capacity to perform in work situations unless circumstances arise where the individual cannot take advantage of such experiences. The experiences must be of sufficient variety and of sufficient duration in the most integrated setting consistent with informed choice to determine the individual's eligibility or to determine that clear and convincing evidence exists that the individual is not capable of benefitting in terms of an employment outcome from

vocational rehabilitation services due to the severity of the disability.

- e. An Individualized Plan for Employment (IPE) and an annual review of the IPE. Documentation should demonstrate how the individual was provided information and how they were involved in choosing their vocational goal and services, and service providers;
- f. Documentation of the individual's share of the cost of any vocational rehabilitation services, as applicable;
- g. Documentation relating to comparable benefits;
- h. Documentation that the individual has been advised of the confidentiality of all information pertaining to the case as well as documentation concerning information released with the individual's written consent;
- i. Documentation concerning the denial of services, or action, and/or any decision related to the provision of vocational rehabilitation services, including notification of due process (mediation, hearings, or other reviews) and the availability of the Client Assistance Program.
- j. Case narrative analysis and synthesis of information collected which substantiates the decisions made and action taken, including, the identification and provision of services, and including or reflecting how the individual was involved in the decision making;
- k. Case narrative which documents the individual's employment objective, unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice, consideration of rehabilitation technology, participation in the planning and provision of services which lead to appropriate employment outcomes.

2. Supporting the reason for closing the case:
 - a. In cases closed with an employment outcome, documentation concerning the case closure, of the employment, status, and suitability, as well as any necessary post-employment services planned or provided, including notification of due process (mediation, hearings, or other reviews) and the availability of the Client Assistance Program;
 - b. In cases closed for other reasons, documentation concerning case closure, and action and/or decision related to the provision of vocational rehabilitation services, including notification of due process (mediation, hearings, or other reviews) and the availability of the Client Assistance Program.

III. **PROCEDURES:**

- A. Case Recording Practices
 1. All VR records will be filed in designated locations where confidentiality and security are maintained.
 2. All correspondence, forms, and documents including MIS will be accurate, complete, and filed in the appropriate record.
 3. Dictation entries relating to eligibility decisions, circumstances affecting IPE development and/or amendment, or employment outcomes must be entered immediately. Other dictation entries will be made at the time the described action occurred. Dictation will be kept in chronological order to facilitate reviews. The record should reflect activity at least every six (6) months.
- B. All cases will be reviewed by the supervisor at time of closure to assure closure entry standards are met and the MIS information is accurate.